

NICOR Gas

"Customer Select" Program

The Commission approved the Nicor Gas program in consolidated Dockets 00-0620 and 00-0621 <http://eweb.icc.state.il.us/e-docket/>. Customer Select began as a pilot program in 1998.

Overview of the "Customer Select" Program

Beginning in March 2002, all Nicor Gas customers are eligible to choose their natural gas supplier, creating competition between suppliers and potential for competitive rates and more services. Customer Select is a voluntary program; customers who do not want to participate simply do nothing and Nicor Gas will continue to supply gas.

During February and March, Nicor Gas is mailing information about the program to customers. Information is also available on Nicor's website www.nicor.com or by calling 1-888-Nicor4u (1-888-642-6748).

The information includes a brochure and a list of suppliers. The brochure explains the program, how to make an informed decision, and answers questions about who to call regarding a problem or emergency, how to change suppliers, what happens if you move, billing and payment, and includes a list of questions to ask potential suppliers.

Recent legislation, Public Act 92-0529 signed February 8, 2002, requires alternative gas suppliers serving residential customers to obtain a certificate of service authority from the Commission.